Troubleshoot a bad mouse

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Symptom(s):

Troubleshoot a bad mouse
Troubleshoot a bad mouse port
Dead mouse
Bad mouse
Mouse problem
Mouse won't move
Cursor not moving
Mouse not responding
Mouse not tracking properly
Cursor is frozen
Left mouse button not working
Right mouse button not working
Buttons sticking

Fact(s):

Silicon Graphics Octane
Silicon Graphics Indigo
Silicon Graphics Indigo2
Silicon Graphics Indy
Silicon Graphics Onyx
Silicon Graphics O2
Silicon Graphics Onyx2
SGI 230 Visual Workstation
SGI 330 Visual Workstation
SGI 550 Visual Workstation
SGI Visual Workstation ZX-10

SGI Solution:

To troubleshoot:

1) Clean the mouse.
2) Verify mouse is in the correct port on back of system.
3) Check to see if mouse will function properly on another system.

If problem persists when mouse is attached to another system, replace the mouse.
Please provide:
1. Part number. This is located on bottom of mouse (SGI/PN)
2. Determine mouse color (granite, white, black, tan)

If the mouse works properly on another system, then the problem is with the mouse port on the system. The system board will need to be replaced.
Please provide:
1. Machine type
2. Serial number

Additional Details

Creation Date	04/28/2000 05:10 AM
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Products	• Servers and Clusters • SGI Origin/Onyx • Origin/Onyx Server • Workstations • SGI Tezro • O2 • Octane
Categories	• Knowledgebase • Technical Solution